



County Corner

www.co.flathead.mt.us

Information Technology (IT) Department

It is a rarity when a Flathead County employee does not have a working relationship with at least a couple of the eleven Information Technology (IT) Department employees. Between fixing computer problems, creating programs, and maintaining and securing the County network, IT Department employees spend many hours away from their desks helping others. As a Department, we are responsible for all County owned desktops and laptop computers, printers, and other peripherals such as scanners, monitors, disk drives, and other hardware.



Director of Information Technology VICKI SAXBY



Vicki Saxby has been employed with the Flathead County Information Technology Department for over 17 years. Prior to her appointment as Director of Information Technology, Vicki worked as a Programmer / Analyst. Vicki worked in the Information Technology field for Safeco in Seattle, Washington and for the State of Montana, Department of Transportation before her employment with Flathead County. Vicki has a B.S. in Computer Science and an M.B.A. from the University of Montana. She is a Montana native, living most of her life in the western part of the state. She has been married for almost 30 years to her husband, Kent and they have two grown children, Ryan and Sarah. They love to hike, fish, and spend time at McGregor Lake.

Our IT Department goal is simple; we strive to maintain the highest level of service to both our County employees and to the public. This is done to ensure that the citizens of Flathead County benefit most. This goal is met through the employment of knowledgeable and highly trained staff, and through the procurement of dependable and up-to-date equipment. Our proactive approach helps us effectively and efficiently plan for Flathead County's IT requirements and needs.

The IT Department is located in the basement of the Justice Center and on the third floor of the main Courthouse. We provide support through the Helpdesk to all County offices five days a week. We also maintain on-call support every hour of every day of the year to our 911 Dispatch Center.

As a department, we receive an average of 250 calls per month to our Helpdesk line, and three "after hour" pages per month. As most people today well-know, computers and networks require many hours to install and maintain—especially with the magnitude of the over 650 computers and enterprise servers for which we are responsible for supporting. The IT Department lays cable, configures networks, installs routers, software, and new computers, repairs old equipment, and protects our users and County computers from spam, viruses, and spyware. We understand that when a

computer or network is down, the public may be greatly affected. This is why we do our best to ensure that our system runs smoothly; and when problems arise, they are resolved quickly and appropriately.

Our Computer Programmer/Analyst staff develops, maintains, and supports applications and databases used by several County departments. The IT Department has developed and maintained Flathead County's own tax assessment and collection, accounting, budgeting and payroll software. The Flathead County Sheriff's Office uses numerous software packages developed by our programmers for their computer aided dispatch center, records management system, incident and coroner reporting and jail management system. Adult and juvenile case management systems have been developed for the County Attorney's Office and are maintained by the IT programming staff. Additionally, our in-house staff supports many other applications and databases.

The Flathead County Information Technology Department is committed to providing the public with the best and most cost-effective service possible. This is accomplished by ensuring that our County users have access to a safe and reliable network, computers and software, and by planning for future Flathead County growth.

"We provide responsive and accountable services to protect and enhance the Flathead community."

— County Commissioners: Dale Lauman, Gary Hall & Joe Brenneman

Flathead County website for various County Services: www.co.flathead.mt.us